

## Deposit Policy for NCNS for all Clients

July 8, 2021

The health and happiness of our patients and their families are our number one priority here at Animal Health Clinic. When we make an appointment, it is reserving the veterinary staff's time. With veterinary services being in high demand and when a client does not come to their scheduled appointment without providing proper notice, it is taking away the opportunity for another patient's health care needs to be met.

If any client has 2 no call no shows in the calendar year (January-December) a \$50 nonrefundable deposit is due at the time the next appointment is scheduled. This \$50 will be applied to that appointment upon checkout. If the client no call no shows, the deposit is not refundable. If you need to reschedule your appointment, we are requiring at least a 1 business day notice. If you put a deposit down and gave at least 1 business days' notice to reschedule, that deposit will be applied to the rescheduled appointment or refunded if preferred. If Animal Health Clinic has to cancel or reschedule your appointment for any reason, we can either refund any deposit paid or reschedule and apply the deposit at that time. You will not be penalized for our changes to the schedule. If a client has zero no call no shows in two consecutive calendar years the deposit requirement may be lifted.

If there are 4 no call no shows in a calendar year (Jan-December) our business relationship will be terminated and we will no longer schedule future appointments indefinitely.

This is effective immediately for all appointments going forward.